

1/24/13 - Paratransit Operator Kudos for Rider Service

Paratransit Bus 1104

Today between 2:30 and 3:00 pm I observed your bus driver making someone feel special.

When the woman exited the door of Social Security, she stopped and before she knew it her little bus driver was by her side assisting her. She made sure the woman was buttoned up. The driver leaned over the woman's walker and whatever she was saying put a smile on the ladies face. The driver was encouraging her.

I stood a few minutes to watch wondering if the elderly woman knew she was receiving an bouquet of good wishes. Did the driver know someone was observing her tenderness and kind words? Whether or not, please thank her for me.

I am delighted that your staff member gave so much self respect to the person she was caring for.

Thank you to the Driver for not just doing her job, but doing an exceptional job at caring for others.

D. Mercer